

**FRESNO, CALIFORNIA
CLASS SPECIFICATION**

ADMINISTRATIVE SUPPORT SUPERVISOR

FLSA STATUS:

Non-Exempt

CLASS SUMMARY:

The Administrative Support Supervisor is the fifth level in a five level Administrative Support series. Incumbents are responsible for supervising staff and administrative support operations and activities in an assigned area of responsibility.

The Administrative Support Supervisor is distinguished from the Executive Assistant by its first-line supervisory responsibilities.

Incumbents in this classification may be required to work nights, holidays, and/or weekends.

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TYPICAL CLASS ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.)

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| 1. | Supervises Customer Service staff including prioritizing and assigning work; conducting performance evaluations; ensuring staff are trained; ensuring employees follow policies and procedures; maintaining a healthy and safe working environment; and, making hiring and disciplinary recommendations. | Daily
15% |
| 2. | Supervises the daily operations in assigned administrative support area, which includes <u>scheduling daily and monthly work schedules</u> , planning, developing, coordinating, administering, and evaluating projects, processes, procedures, systems, and standards and ensuring compliance with applicable Federal, State, and local laws, regulations, codes, and/or standards. | Daily
20% |
| 3. | Oversees and participates in performing complex administrative support activities, which includes: preparing and proofing reports, forms, and correspondence; updating internal manuals; <u>overseeing and maintaining office filing system</u> ; prescreening mail; answering and monitoring phones; taking and transmitting messages; and/or, performing other related duties. | Daily
15% |
| 4. | Oversees and participates in responding to complex requests for information and assistance; provides information <u>in compliance with applicable Federal, State, and local laws, regulations, codes, and/or standards</u> ; researches and resolves concerns and complaints from internal and external customers; refers inquiries as appropriate. | Daily
10% |
| 5. | Directs and participates in the preparation, processing, receipt, sorting, and distribution of a variety of reports, lists, correspondence, <u>payroll information</u> , receipts, and/or other related information. | Daily
10% |

Deleted: monitoring the accuracy and implementation of applicable website and related updates; making travel arrangements; maintaining calendars;

Deleted: regarding applicable rules, policies, and regulations

Deleted: financial data, packets, payments, billings,

Deleted: purchase orders, requisitions, invoices, check requests, deliveries,

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6.	Supervises and participates in the creation of a variety of written business documents, which may include: memorandums, applications, brochures, letters, flyers, newsletters, and/or other related items.	Daily 5%	Deleted: agreements, contracts,
7.	Participates in/on a variety of meetings, committees, and/or other related groups in order to receive and convey information.	Weekly 5%	
8.	Coordinates assigned specialized programs in assigned area of responsibility.	Weekly 5%	
9.	Coordinates and ensures the maintenance and upgrading of applicable technological systems, software, and/or databases in assigned area of responsibility.	Monthly 5%	
10.	Supervises and participates in the maintenance of appropriate inventory levels within assigned area of responsibility. Requisitions supplies to ensure availability in support of efficient departmental operations.	Monthly 5%	
12.	Performs other duties of a similar nature or level. <u>Provide applicable training to sworn and non-sworn personnel within the department.</u> <u>Conduct monthly coaching.</u> <u>Provide logistical and technical assistance and support to sworn and non-sworn personnel.</u>	As Required	Deleted: 11. Deleted: Coordinates and monitors the development, implementation, and monitoring of the budget in assigned area of responsibility; maintains account balances and processes related financial paperwork. Deleted: Monthly 5%

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Training and Experience (positions in this class typically require):

- Associate's Degree in a related field and three years of directly related experience is required;
- OR
- An equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

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Licensing Requirements (positions in this class typically require):

Some positions, based on assignment, may require:

- Basic Class C License
- Successful completion of: polygraph test, psychological examination, medical examination, and an extensive background investigation (Not required upon successful completion of City of Fresno Helicopter In-Training program)
- One or more licenses or certifications related to the specific technical discipline may be required, preferred, or desired

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Knowledge (position requirements at entry):

Knowledge of:

- Supervisory principles and practices;
- Administrative support operations and procedures in assigned area of responsibility;
- Customer service policies, principles and practices;
- Proper grammar, punctuation and spelling;
- Office procedures, principles, practices and equipment;
- Applicable Federal, State and Local laws, codes, ordinances, policies, procedures, rules and regulations;
- General writing principles and report writing techniques;
- Recordkeeping principles and practices;
- Mathematical concepts;
- Research methods;
- Community and public relations principles and practices;
- Conflict resolution techniques;
- Consensus building techniques;
- Data collection and analysis techniques;
- Filing principles and practices;
- Applicable tools, equipment, vehicles and hardware and software related to area of responsibility.

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Skills (position requirements at entry):

Skill in:

- Using computers and applicable software applications
- Monitoring and evaluating the work of subordinate staff
- Priorizing and assigning work; detail oriented and ability to multi-task
- Training employees in proper work methods
- Providing customer services
- Identifying business requirements, finding and evaluating alternative, presenting solutions, making recommendations, and following through to completion
- Preparing and performing mathematical calculations
- Recognizing problems, identifying alternative solutions, and making appropriate recommendations
- Reading and interpreting specialized data and information in assigned area of responsibility;
- Keyboarding
- Using and maintaining applicable tools, equipment, vehicles, and hardware and software related to job duties
- Interpreting, applying and explaining applicable laws, codes, ordinances, policies, procedures, rules and regulations
- Maintaining confidentiality
- Recognizing problems, identifying alternative solutions, and making appropriate recommendations
- Prepare and proofread clear, concise, and comprehensive reports, records, and other written documents
- Organizing and maintaining accurate technical, complex, sensitive, and or confidential records and files
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, business, organizations, elected and appointed officials, media, etc. sufficient to exchange or convey information, give/receive work direction

Physical Requirements:

Positions in this class typically require: feeling, finger dexterity, grasping, hearing, repetitive motions, seeing, talking, bending, kneeling, lifting, reaching, standing, stooping, walking, pulling and pushing.

Light Work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work.

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Note:

The above job description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

Classification History:

Draft prepared by Fox Lawson & Associates (LM)

Date: 12/2007

TYPICAL CLASS ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.)

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